

## Customer Service Representatives (43-4051)

**Occupation description:** Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. Excludes individuals whose duties are primarily installation, sales, or repair.

### Employment and Job Openings

|               | Average employment |                 |                | Average annual openings |             |        |
|---------------|--------------------|-----------------|----------------|-------------------------|-------------|--------|
|               | 2010 estimate      | 2020 projection | Percent change | Growth                  | Replacement | Total  |
| Alaska        | 3,594              | 4,135           | 15.1           | 54                      | 106         | 160    |
| United States | 2,187,300          | 2,525,600       | 15.5           | 33,840                  | 62,120      | 95,960 |

#### Job outlook

**Alaska:** Alaska's employment growth is strong with very high employment opportunities. [Read more.](#)

### 2013 Wages ?

|                                    | Mean Wage and<br>95% Confidence Interval |       |       | Wage by Percentile |        |       |
|------------------------------------|--|-------|-------|--------------------|--------|-------|
|                                    | Low                                      | Mean  | High  | 10th               | Median | 90th  |
| United States                      | n/a                                      | 16.04 | n/a   | 9.44               | 14.84  | 24.31 |
| Alaska                             | 17.22                                    | 17.81 | 18.40 | 11.45              | 16.89  | 26.35 |
| Anchorage/Mat-Su Area (MSA)        | 17.20                                    | 18.05 | 18.90 | 11.19              | 17.03  | 26.96 |
| Fairbanks North Star Borough (MSA) | 16.58                                    | 17.84 | 19.10 | 11.56              | 16.69  | 26.04 |
| Southeast Region                   | 15.22                                    | 16.17 | 17.12 | 11.87              | 15.83  | 22.28 |
| Balance of State                   | 17.57                                    | 18.67 | 19.77 | 11.91              | 18.29  | 26.87 |

### Labor Force Indicators

#### 2012 Worker Characteristics

| Total workers | Nonresident workers | Percent nonresident | Percent age 45 plus | Percent age 50 plus |
|---------------|---------------------|---------------------|---------------------|---------------------|
| 3,080         | 457                 | 14.8                | 28.9                | 21.4                |

#### 2012 Potential Supply

|   |       |
|---|-------|
| Qualified but working in another occupation   | 1,009 |
| Currently employed in a lower paid occupation | 312   |
| UI claimants previously working in occupation | 322   |

#### 2012 ALEXsys Employment Data

|                                 |       |
|---------------------------------|-------|
| Number of registrants           | 8,939 |
| Number of job position postings | 1,888 |

|   |
|---|
| Ratio of registrants to job position postings |
|---|

|     |
|-----|
| 4.7 |
|-----|

## Typical Entry-level Education, Experience, and/or On-the-job Training

**Education:** High school diploma or equivalent

**Work experience:** None

**On-the-job training:** Short-term on-the-job training

## Training Resources

|  |        |
|--|--------|
|  | Degree |
|--|--------|

[Alaska Technical Center](#)

|                    |
|--------------------|
| Clerk/Receptionist |
|--------------------|

|  |        |
|--|--------|
|  | Degree |
|--|--------|

[Alaska's Institute of Technology \(AVTEC\)](#)

|                              |
|------------------------------|
| Business & Office Technology |
|------------------------------|

|             |
|-------------|
| Certificate |
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Department of Labor and Workforce Development, Research and Analysis Section  
P.O. Box 115501  
Juneau, Alaska 99811-5501  
Phone: 907.465.4500, Fax: 907.523.9654  
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